ITALIA

Car Hire Conditions

2013

Commercial Department

Version July 2013

Table of Contents

Included in the Price PAGE 3

Important Information PAGE 3

Fuel PAGE 4

Payment Details PAGE 4

Extras and Additional Charges PAGE 5

Optional Covers PAGE 6
Travelling Outside of Italy
Excess
CDW & Theft Cover
Relax Cover
Super Relax Cover
Not Included in any Cover Package

Deliveries PAGE 9

Office Details PAGE 10

Vehicle Availability PAGE 11
Special Vehicle Groups
Extensions of the Rental Period
Returning Vehicles Early

Customer Services PAGE 12
Grace Period
Roadside Assistance/ S.O.S
Reservation Department
Claims Department

Included in the Price

- Unlimited mileage

- The rental rates include Compulsory Automobile Cover and the Supplementary Civil Liability cover for the damage, involving third parties, arising from use and circulation of the vehicle.

- CDW (Collision Damage Waiver) **with excess**.

Not covered under the included cover:
Tires, Wheels, Rear view and side mirrors, Windows, Hubcaps, Taxi (transportation), Towing costs, Locks, Battery, Motor, Undercarriage and Interior of car, Clutch, Replacement Keys, Copy of the key and delivery of the key to the closest Goldcar office, damage to oil sump, Catalytic convertor, Radiator, 500€ deposit if a replacement vehicle is needed and Repair Period. Please see more in the Optional Covers Section.

- Theft Protection (TP) **with excess**

- Airport Service Fee

- Road Tax

- VAT **(See Payment Details section)**

- **Telephone assistance is free for every customer on weekdays between 09:00 and 18:30.** There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax Cover Package. **(Please see the Optional Cover section for more information.)**

- Goldcar gives **59 minute grace period** for the drop-off of vehicles without any additional costs to the customers. Therefore, Goldcar permits customers to return their rental vehicles up to 59 minute later than the time stated on the rental contract.

- The car hire contract may have a maximum duration of 28 days. After 28 days, a new contract is required **(Please see the section Extensions of the Rental Period for more information).**

Important Information

- The following documents are necessary to be able to rent a vehicle: Passport or Identification card, international driving license written in Roman letters and a valid credit/debit card **(Please see the section Payment Details for more information).**

Fuel

- Returning rental vehicles is done in seconds as Goldcar delivers its vehicles with a full tank of fuel and **clients should return the vehicle with the least amount of fuel possible**, as this reduces waiting time at check-out as well as anxiety related to filling up the fuel tank before dropping off the car.

- **There is no refund on unused fuel. The only exception to this rule is for rental periods of 3 days or less** when we refund the client's credit card, upon request of the client at the drop-off office, with the equivalent value of the fuel left in the tank.

- The cost of the petrol will be paid when the client picks up the vehicle and the price will depend on the make and model of the vehicle the customer receives. **The cost of petrol will be between 50€ and 150€, depending on the make / model of the rental vehicle supplied to the client.**

- Diesel vehicles are available, normally at an additional charge of **2€** per day, but diesel vehicles can never be confirmed to the client before pick-up. If the client wants to hire a diesel car he should ask for it upon arrival.

Payment Details

- Our agents will receive daily or weekly rates and these prices are subject to future modifications.
  If weekly rates are received, it is still possible to hire a car for a shorter rental period than one week, although the minimum rental is 3 days. This means that although it is possible to make a reservation for a period of less than 3 days (1 or 2 days), the cost for 1, 2 or 3 days is the same.
  The price of 6 and 7 days is the weekly net rate price.
  When the rental period is for less than a week, we calculate the price of one week and divide among 6. Then multiply the result by 4 or 5 days. If the lease is for more than a week, we estimate the cost of a week and divide it by 7. Then multiply the result by 8, 9 days etc.

  You will receive the rates/prices without taxes. You will receive an Excel document (.xls) with the taxes **included** and **excluded**.

  We accept credit cards to pay the costs of cars rental, fuel and other local extras. The main driver of the car rental contract must be the cardholder of one of the following valid credit cards: **MasterCard** and **VISA**.

- **We do not accept payment by debit card, EC-Karte, American Express, Postepay or Diners**. Nor will accept payment in cash. We have always been very flexible in accepting payment in cash, but unfortunately, due to increased thefts of vehicles, we have been forced to take such decision.

Extras and Additional Charges

- **DIESEL:**
  Diesel vehicles are available at additional charge. (Please see Fuel section for more information.)

- **ADDITIONAL DRIVERS:**
  5, 78€ (taxes excluded) per day with a Maximum charge of **81€** (taxes excluded) per driver.
  Maximum: 3 additional drivers per contract

- **BABY SEATS/BOOSTER SEATS/MAXI COSI:**
  4, 50€ (taxes excluded) per day with a Maximum charge of **53, 72€** (taxes excluded)

  Baby seats/Booster seats must be fitted by the parent or guardian. Our staff is not permitted to help with the fitting of these items. The customer will always be responsible for fitting the seat.

- **MINIMUM AGE REQUIRED/DRIVING LICENCE MINIMUM PERIOD:**
  Drivers must be over 21 years and have held a valid driving licence for a minimum of 12 months. Customers who are under the age of 25 will be able to drive our vehicles but they will have to pay a surcharge of **10€** per day with a maximum charge of **140€** per rental. The customers who are 25 will not pay this surcharge. We took this decision given the high risk of accidents in customers of this age group. The customers who have held the driving license for less than 4 years will also have to pay a fee of **10€** per day with a maximum charge of **140**€ per rental. **We will apply only one charge of 10€ per day with a maximum of 140€ if the customer is under the age of 25 and has had a driving license less than 4 years.**

- **GPS:**
  We have GPS available at many of our locations, although it cannot be reserved in advance. If the customer would like GPS, they must check the availability upon arrival at the pick-up location. The cost of GPS is **8,5€** per day (exception: in Milan, **9,5€** per day) with a maximum of **112€** per rental. It is necessary to leave a deposit of **90€** which will be refunded when the GPS is returned in good condition.

- **SNOW CHAINS**:
  If the customers would like snow chains, they must check the availability upon arrival at the pick-up location (it is not possible reserve this in advance).

  The cost of the snow chains will be **35€** per vehicle. It is not necessary to leave any deposit.

- **SPECIAL CLEANING:**
  A charge up to **150€** will be applied if the returned car requires special cleaning.

- **VEHICLE ABANDONED:**
  Customers who abandon Goldcar vehicles at any location other then the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the **corresponding daily rental charges and 35€ daily penalization fee**.

- **TELEPHONE ASSISTANCE/SOS:**
  Telephone assistance for every customer on weekdays between 09:00 and 18:30 will not incur an administrative fee. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax Cover Package. **(Please see the Optional Cover section for more information.)**

- **SUBSTITUITION VEHICLE:**
  In the case of accident or vehicle breakdown we will retain a new excess amount in order to provide a substitution vehicle. The **deposit will not be necessary for any customers whom have purchased the optional Super Relax Cover Package.**

- **AFTER HOURS COLLECTION:**
  The after-hours collection has an additional local charge of 37€ per car (flight numbers are essential).

- **FINES:**
  There will be a charge of 37€ for the administration of received traffic fines. We are obliged to provide the corresponding Authorities with the details of the customers who receive a fine during the hire period. **This fee does not include the payment of the fine.**
  The customer must pay the fine directly to the corresponding Spanish Authorities.

- **ONE-WAYS:**
  One-way charges apply for all rental periods and this service is only possible between Italy offices: Pisa, Bologna, Roma, Milan & Bergamo
  Please, find attached the spread-sheets with the cost of the One-ways depending on the destinations and car groups. As you can see, we have higher prices for the High/Premium Season (01.07.13-31.08.13 & 26.12.13-31.12.13)

- **ACCIDENT ADMINISTRATION FEE:**
  We charge a 250€ administration fee to the client when involved in an accident (File proceedings)

- **EXPRESS /PRIORITY CHECK-IN SERVICE**:
  The customers, who purchase this service, will have the advantage of not having to wait to pick up the car. We will have a priority check-in desk for immediate pick-up. The cost of this service is, between **18€** and **45€ in high season*** (**VAT included**) per booking. **Please, take into account that this special service is limited to a certain number of bookings per hour in each location.**
  Once we have reached our limit of bookings requesting this service (**8 pick ups per hour and location**),it will not be possible to make any more bookings with Priority Check-in/Express service.
  This means that the bookings will not be rejected. These bookings will be confirmed but the Priority Check-in/Express service will NOT be booked.
  This service is purchased when you make a booking using one of our automatic booking systems.
  Please, for further information, consult the information related to our Automatic Booking Systems.

***High season periods:** 01.07.13 to 31.08.13 & 26.12.13 to 31.12.13.

Optional Covers

Travelling Outside of Italy

- Goldcar vehicles rented in Italy are allowed to travel to Switzerland and France taking an Additional Cover at a cost of **40€** per vehicle (all rental periods). The customers are always responsible for all the possible tolls, fees, fines…etc. which are compulsory to pay in Switzerland & France (i.e. in Switzerland it is necessary to have a special tax sticker in the vehicle in order be able to drive in the highways. Normally this type of stickers can be bought in the border). Goldcar cannot assume this type of fees under any circumstances.
- Please, take into account this will be applicable **only to pick-ups in Italy**.
- The vehicles can be taken to Sicily or Sardinia at no Extra cost.

Excess

- Excess applicable according to vehicle categories:
  Groups AA –CC: **800€ CDW Excess +1200€ Theft Excess**
  Groups D – F – S: **1200€ CDW Excess + 1600€ Theft Excess**
  Groups J & K: **1600€ CDW Excess + 2000€ Theft Excess**

We will continue having this Excess but we will not block the whole amount in the customer´s cards.
From now on, we will block the following amounts:
Groups AA –CC: **1000€**
Groups D – F – S: **1200€**
Groups J & K: **1400€**

CDW & Theft Cover (TP)

The cost of this cover is:
20€ per day with a maximum charge of **280€** per rental
Purchasing this cover the Theft Protection Excess and the Collision Damage Excess are waived (CDW). It is covered the damages to the rented vehicle (damages to the bodywork, paint and mechanic damages) arising from a collision, fortuitous fire and vandalism acts as long as the conditions stated in the contract are fulfilled

Relax Cover

The cost of this cover is:
11€ per day with a maximum charge of **145€** per rental

Relax Cover Package Covers:
FREE 24 hours Telephone Roadside Assistance, Wheels, Tires, Hubcaps, Locks, Windows, Side and Rear-view Mirrors, Undercarriage, Motor, Towing service after accident, Taxi (transportation), Clutch, Battery, Locks, Copy of the key and delivery of the key to closest Goldcar office,

Damage to oil sump, Catalytic convertor, Radiator and Exempt of 500€ deposit for replacement vehicle in case of accident or breakdown and the Repair Period.

Purchasing this cover the CDW Excess and the Theft Excess are NOT waived.

Super Relax Cover

The cost of this cover is:

	Price 1 day	Price 2 days	Price 3 days	Price from 4 to 6 days	Price from 7 to 10 days	Price 11 days	Price 12 days	Price 13 days	Price 14 days until 28 days
Cover Super Relax AA/BB/CC/R/S/X	**25 €**	**50 €**	**60 €**	**80 €**	**120 €**	**130 €**	**140 €**	**150 €**	**160 €**
Cover Super Relax D/DD/E/F/FF/L/LL/T	**25 €**	**50 €**	**65 €**	**85 €**	**125 €**	**135 €**	**145 €**	**155 €**	**165 €**
Cover Super Relax I/J/K/G/P/PP	**25 €**	**50 €**	**70 €**	**90 €**	**130 €**	**140 €**	**150 €**	**160 €**	**170 €**

Purchasing this cover the CDW and Theft Excess is waived. We will cover the following:

-TP/Theft: Vehicle Theft Protection
-CDW: the Collision Damage Waiver (CDW). It is covered the damages to the rented vehicle (damages to the bodywork, paint and mechanic damages) arising from a collision, fortuitous fire and vandalism acts as long as the conditions stated in the contract are fulfilled
- FREE 24 hours Telephone Roadside Assistance, Wheels, Tires, Hubcaps, Locks, Windows, Side and Rear-view Mirrors, Undercarriage, Motor, Towing service after accident, Taxi (transportation), Clutch, Battery, Locks, Copy of the key and delivery of the key to closest Goldcar office, Damage to oil sump, Catalytic convertor, Radiator and Exempt of 500€ deposit for replacement vehicle in case of accident or breakdown and the Repair Period.

Not Included in Any Cover Package

- Traffic fines, sanctions and judicial costs related to traffic violations or law and tolls
- All costs derived from the use of the incorrect and/or lack of fuel.
- Personal effects are not covered. It is recommended having these items covered through personal travel cover.
- The loss of the vehicle documents
- If customers load the car with more than the stated capacity
- If vehicles are taken “off-road” (unpaved roads).
- It is not permitted to remove the vehicles seats.
- If the driver is found to be under the influence of alcohol or drugs, and/or found using their cellular phone at the time of the accident.

NEGLIGENCES

The use not permitted includes and is not limited to the following cases mentioned by way of example:

- Pushing or towing another vehicle.
- Driving in areas not suited to public transport, such as beaches, race tracks, forestry roads, back roads, etc.
- Driving on dirt roads and very poorly paved roads that could cause damage to the underside of the vehicle.
- Driving the vehicle in restricted areas, and more specifically on airport roads and other roads for aeronautical and/or military use.
- Negligent behaviour when the vehicle's indicators show an alert that **customers** state are known to them when they sign this agreement.
- Transport of goods or animals and, in particular, substances that are hazardous, inflammable and/or poisonous for the vehicle and its occupants.
- The transport of individuals or goods for which the **customers** receive direct or indirect payment.
- Sub-leasing the vehicle.
- Using the vehicle for unlawful activities.
- Transporting a number of passengers and amount of luggage not authorised for the vehicle concerned.
- Manipulation of the speedometer. **Customers** must report any malfunction of the speedometer to **Goldcar** immediately.
- Transport of luggage or any other item on the vehicle's roof, even when an adequate luggage rack is used for the purpose.
- Damage to the vehicle caused by leaving tempting items in plain sight inside the vehicle.
- Dirtying the inside of the vehicle beyond what would be expected from reasonable and careful use.
- Driving the vehicle when tired, not feeling well and under the influence of alcohol, medicine or drugs.
- Reckless driving.
- Using the vehicle to give driving lessons under any circumstance and/or to teach special driving techniques.
- Driving against the traffic regulations.
- The vehicle is driven by a person who is not authorised to do so in the agreement, as either a **customer** and/or a supplementary driver.

- Driving a hired vehicle beyond the borders of continental Spain, and vehicles hired in the Balearic or Canary Islands that are not allowed to leave the island where they were hired unless they have express, written permission to do so and the relevant extra cover has been taken out.

- Continued use of the vehicle after the rental period has ended.

Deliveries

Customers will only be able to collect our vehicles at our Pisa and Bologna offices. In no case will we deliver our vehicles to any location other than our office.

Office Details

BERGAMO AIRPORT - located outside the terminal building (Office Manager: STEFANO)
Via dell'Industria 5, Orio al Serio, 24050, Bérgamo, ITALY
TEL: +39 035 335961
FAX:
E-MAIL: bgy@goldcar.com
Hours of Operation: Monday – Sunday 08:00-00:00
Confirmation reservations between: 06:00 to 00:59
Out of Hours between **23.00 -00:59 & 06:00-06:59**= Extra charge of **37€** per vehicle (Pick-Ups)
It is NOT possible to collect or return vehicles between 00.59 and 05.59.
The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

MEETING POINT
Indications: The meeting point is located outside the Arrivals Hall.
After collecting their luggage, the customers have to turn left and walk straight until they find the bar/coffee shop MOTTA and take the exit (Departures/Partenze – central exit) in front of this bar. Once the customers are outside they have to cross the road (zebra crossing). There, they will find a Pharmacy/Chemist's greencross on the right hand. They have to turn right and continue walking around 20 meters where they will find a pay parking which is placed under a stairs. They have to wait there for the shuttle.
Please, take into account that our shuttle bus will have a logo of a Parking Go and another logo of Goldcar.

BOLOGNA AIRPORT located inside the terminal building (Office Manager: GEMMA)
Aeroporto G. Marconi di Bologna S.p.A
Via Triumvirato, 84
40132 BOLOGNA, ITALY
TEL: +39 051 6472188
FAX:
E-MAIL: blq@goldcar.com
Hours of Operation: Monday – Sunday 08:00-00:00
Reservation Confirmations between: Monday – Sunday 06:00 to 00:59
Out of Hours between **23.00-00:59 & 06:00-06:59**= Extra charge of **37€** per vehicle (Pick-Ups)
It is NOT possible to collect or return vehicles between 00.59 and 05.59.

The flight numbers are essential **(if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)**

MILAN MALPENSA AIRPORT located inside the terminal building (Office Manager: GIUSEPPE)
Terminal 1 – Floor -1 (follow signs "with a car and a key" to: Car Hiring – Autonoleggio,)
Aeroporto Milano Malpensa
Società Esercizi Aeroportuali S.p.A. (SEA)
21010 VARESE, ITALY
TEL: +39 02 58582211
FAX:
E-MAIL: mxp@goldcar.com
Hours of Operation: Monday – Sunday 08:00 to 00:00
Reservation Confirmations between: Monday – Sunday 06:00 to 00:59
Out of Hours between **23.00-00:59 and 06:00 06:59**= Extra charge of **37€** per vehicle (Pick-Ups)
It is NOT possible to collect or return vehicles between 00.59 and 05.59.
The flight numbers are essential **(if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)**

PISA AIRPORT located inside the terminal building (Office Manager: LOUENA)
Societa Aeroporto Toscano Galileo Galilei SpA
56121 PISA, ITALY
TEL: +39 050 2200061
FAX:
E-MAIL: psa@goldcar.com
Hours of Operation: Monday – Sunday 08:00-00:00
Reservation Confirmations between: Monday – Sunday 06:00 to 00:59
Out of Hours between **23.00-00:59 & 06:00-06:59**= Extra charge of **37€** per vehicle (Pick-Ups)
It is NOT possible to collect or return vehicles between 00.59 and 05.59.
The flight numbers are essential **(if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers).**

ROME CIAMPINO AIRPORT located inside the terminal building (Office Manager: TATJANA)
Aeroporto Internazionale Giovanni Battista Pastine
Via Appia Nuova ADR SPA
I-00040 CIAMPINO ROME, ITALY
TEL: +39 06 79340898
FAX:
E-MAIL: cia@goldcar.com
Hours of Operation: Monday – Sunday 08:00 to 00:00
Reservation Confirmations between: Monday – Sunday 06:00 to 00:59
Out of Hours between **23.00-00:59 and 06:00 06:59**= Extra charge of **37€** per vehicle (Pick-Ups)
It is NOT possible to collect or return vehicles between 00.59 and 05.59.
The flight numbers are essential **(if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)**

Bank Holidays

Our offices will close at 20:00 on Christmas Eve. No reservations with pick-up times after 20:00 will be accepted.
Our offices will close at 22:00 on New Year's Eve. No reservations with pick-up times after 22:00 will be accepted.

Vehicle Availability

In the case a customer would prefer a diesel vehicle, they should communicate this at the moment they pick-up the vehicle **(Please see the Fuel section for more information)**.

The collaborator will receive vehicle availability reports (stop-sale reports) on a regular basis. These reports can also be viewed through the web agency area.

Special Groups

The special groups, depending on the availability, will be confirmed or denied.
You will receive the response of our automatic system in the same period of time used for the free sale groups.

Extensions of the Rental Period

As all special vehicles are on request, the hire contract cannot be extended without prior notice and agreement with Goldcar. Normally, vehicles on free-sale can be extended without prior notice, however during stop-sale periods acceptance by Goldcar is required. The collaborator must send any vehicle hire extension to Goldcar to the corresponding office/airport by e-mail or fax and **always send a copy of this extension** by e-mail to the following e-mail address as well:
extensions@goldcar.com
The minimum period of time required to send the extensions is 24 hours prior to the end of the current contract.

The customer must always travel in person to the closest Goldcar office in order to make the necessary adjustments to the rental contract. Rental periods cannot be extended by telephone. If for any reason the rental period cannot be extended, then the customer is obligated to return the rental vehicle at the location, time and date agreed upon on the rental contract.

IMPORTANT: For all extensions of contracts we will apply the price according to the original **booking date** and not according to the date when the extension is made.
The extension cannot be sent as a new booking. It will always be an extension of an existing contract.

The car hire contract may have a **maximum duration of 28 days**. After 28 days, a new con-

tract is required. When a customer needs a vehicle for a rental longer than 28 days, we will have the following option:

MAKE A NEW CONTRACT

-A new booking has to be made applying the rate at the time the booking is confirmed and according to the pick-up date of the new booking (it is NOT possible to use the rate applied to the previous booking/contract)
-A new vehicle will be provided (the previous vehicle is returned)
-The local extras have to be paid again in the new contract (Additional drivers, Additional covers, Diesel…etc.)
-The fuel tank of the new contract/vehicle has to be paid

In the event the vehicle is returned later than the agreed rental drop-off time stated in the contract, **the cover will no longer be valid** and the customer will be responsible for paying a **37€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**. Customers who abandon Goldcar vehicles at any location other then the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the **corresponding daily rental charges and 37€ daily penalization fee**.

Returning Vehicles Early

If a customer returns the vehicle earlier than the agreed upon drop-off date stated in the rental contract, Goldcar **will not refund the customer for any unused days.**

Customer Services

Grace Period

There is a 59 minute grace period for the return of all rental vehicles. In the event the vehicle is returned later than 59 minute past the agreed rental drop-off time stated in the contract, **the cover will no longer be valid** and the customer will be responsible for paying a **37€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**.

Reservations Department

All reservations are to be made through one of our automatic booking system**.**

To contact the reservations department:
reservations@goldcar.com
Tel: +34 965 94 31 86
Fax: +34 965 65 06 38
Hours of Operation: Monday – Thursday 09:00-18.30 and Fridays 09:00-15:00

Roadside Assistance/S.O.S

Goldcar is proud to have its very own Roadside Assistance Department.

We offer 24 hour roadside assistance for our clients. Telephone assistance for every customer on weekdays between 09:00-18:30 will not incur an administrative fee. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance outside of these hours, unless the customer has selected the optional Relax Cover Package.

To contact the S.O.S department:
Tel.: 199 11 199

S.O.S / Roadside Assistance must be notified within 48 hours if:
Theft: All thefts must be reported to the police and an original copy of the report must be obtained by the customer.

Accident: In case of accident or collision, the client must correctly fill out the provided form (constatazione amichevole di incidente), which can be found in the glove-box of the rental vehicle).

Claims

All claims must be registered, within 30 days of the drop-off of the vehicle, through the agency section of our website www.goldcar.es

You will receive a confirmation email with the details and file number that have been assigned to the claim. This **file number must be quoted in the subject line** of any further correspondence regarding the file in order to process the claim correctly.

In order to access this information you will need your agency number and password, which will be provided to you by our sales department. A complete user's manual will also be provided.

To contact the department heads of the Customer Services Departments:
Sophie Servranckx
Email address: sophieservranckx@goldcar.com
Laura Collins
Email address: lauracollins@goldcar.com

Translation

The translations of these general terms and conditions are for information purposes only and are not legally binding.